




**Division of Prevention and Behavioral Health Services**  
Department of Services for Children Youth and Their Families  
State of Delaware

PI 001		CLIENT RECORDS POLICY	
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## PURPOSE

It is the intent of this policy to establish operational parameters to be used by the Division in the fulfillment of its responsibilities in securing, maintaining, and retaining/archiving client managed care records.

## SCOPE OF APPLICABILITY

This policy applies to all DPBHS managed care client records.

## POLICY STATEMENT

The Division of Prevention and Behavioral Health Services has the responsibility to assure that client information contained in the Division's managed care records is complete, accurate, confidential, and that records are maintained and retained according to federal, departmental and state regulations, and accrediting body standards.

The Division of Prevention and Behavioral Health Services maintains a managed care record, both electronically and in hard copy, for all DPBHS clients. The Division specifies records content and reporting requirements for providers through the annual contract process. Security and back-up of electronic records is a Departmental function. The DPBHS Medical Records Unit under the management of the DPBHS Medical Records Administrator holds responsibility for the security, protection, and management of client hard copy records. Retention and destruction of client information is in accordance with State Archiving standards and schedules.